DOCUMENT RESUME

ED 175 507 JC 790 496

AUTHOR Bounds, Stuart M.
TITLE TNCC Admission and Registration Survey.
INSTITUTION Thomas Nelson Community Coll., Hampton, Va.
PUB DATE 15 Aug 79
NOTE 38p.

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *College Admission; Community Colleges; Counseling Effectiveness; *Evaluation Criteria; Faculty Advisors; Information Services; *Junior Colleges; Junior College Students; Questionnaires; *School Registration; School Surveys; Student Financial Aid; *Student Opinion; Student Personnel Services; Tuition

ABSTRACT

A survey of currently enrolled students was administered in spring 1978 to assess student opinion regarding the recently implemented on-line admission and registration procedures at Thomas Nelson Community College (TNCC). Students were asked to rate each service area--initial contact, admission, counseling, advising, financial aid, registration, tuition, and purchase of textbooks--on a four-point scale ranging from 1.0 (poor) to 4.0 (excellent). Additional personal information on each student was also collected, including data on how, when, and where registration occurred. Results indicated that the survey sample (N=684) was somewhat unrepresentative of the entire student population; particularly underrepresented were part-time and unclassified students. For those students responding (N=436), overall ratings were good in all service areas. Availability of information about the college, the admission procedures, and the bookstore received the highest mean scores (2.95, 2.88, and 2.87, respectively). Faculty advising and the registration process were rated somewhat less favorably, with mean scores of 2.66 and 2.53, respectively. Those items in each of the service areas relating to the helpfulness of the college staff consistently had the highest ratings. Results are displayed in tables and graphs and the survey instrument is appended. (DR)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED175507

TNCC ADMISSION AND REGISTRATION SURVEY

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Stuart M. Bounds

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

JC 790496

Office of Institutional Research

Thomas Nelson Community College

P.O. Box 9407 • Hampton, Virginia 23670

TNCC ADMISSION AND REGISTRATION SURVEY

Prepared by
Stuart M. Bounds
Director of Institutional Research

Office of Institutional Research
Thomas Nelson Community College

August 15, 1979

TABLE OF CONTENTS

TABLES iii

FIGURES iii

PURPOSE 1

PROCEDURES 2

FINDINGS 4

CONCLUSION 22

APPENDIX 25

LIST OF TABLES

Table		Page
1	Sample Characteristics.	5
2	Rank Order of Service Ratings	6
3	Ranking of Service Categories by Weighted Mean.	8
4	Divisions Ranked by Faculty Advising Ratings.	17
5	Divisions Ranked by Registration Ratings.	20

LIST OF FIGURES

Figure		Page
1	Service Ratings by Student Status	9

I. PURPOSE

In the winter quarter in 1978, Thomas Nelson Community College began a phased implementation of an on-line admission and registration system in an effort to expedite the entry of both new and returning students to classes at the college. The new system was designed to alleviate much of the frustration many students typically experience in admission to the college and registration for classes. While many students and staff at the college praised the new system, there were, nevertheless, occasional complaints about the various aspects of the system and it was clear there was still room for improvement.

In March of this year, the Administrative Cabinet requested the Office of Institutional Research to conduct an assessment of the entire admission and registration process through a survey of students currently enrolled at the college. The purpose of the survey was to identify the strengths and weaknesses of the process and to gather suggestions for improvement. The survey dealt with all phases of admission and registration: initial contact, admission, counseling, advising, financial aid, registration, tuition payment, and purchase of textbooks.

II. PROCEDURES

The Office of Institutional Research developed the instrument used in this survey in conjunction with the offices of Student Services, Financial and Administrative Services, and Instruction. Instruments used in similar surveys reported in ERIC and elsewhere were either too general in nature or were formated in such a way that they were inappropriate for an assessment of the admission and registration process at TNCC.

Each of the phases in admission and registration at the college -- initial contact, admission, counseling, advising, financial aid, registration, tuition payments, and purchase of textbooks -- was subdivided into its component services and students were asked to rate each service on a four point scale ranging from excellent to poor, assuming they had used the service or had an opinion. In addition, students were asked to comment on each phase of the process in an effort to solicit more detailed information on their experience.

Another section of the instrument sought information on how, when, and where the student registered for classes so that the context of the student's ratings could be understood. The final section of the instrument solicited personal information to properly define the sample and to allow for further analysis of the data. Of particular interest were the different perspectives of part-time and full-time students.

Thirty sections with an enrollment of 684 were selected as the survey sample. The sections were selected to approximate the proportion of day/night, on-campus/off-campus, college parallel/occupational-technical students enrolled at the college. The survey was administered in the classroom during the ninth week of the spring quarter. Although there was some risk the sample might not be representative of the population with this procedure, it did assure that the instrument could be administered in a controlled environment and that problems with response rate and improperly completed questionnaires would be minimized. In any event, it was felt that those variables most likely to impact service ratings for admission and registration could be controlled -- primarily the variables relating to student status.

Personal data for respondents were compared to those for enrollees in the spring quarter to evaluate the representativeness of the sample. A Chi square test of goodness-of-fit was used to see if there was a significant difference in the number of cases in the sample as compared to the population for the variables sex, race, age, student status, campus status, and degree status.

Weighted means were computed for each item in the service ratings and for each service category. The service ratings were then cross-tabulated with a number of other variables -- curriculum, student status, method of registration, time spent in registration, method of tuition payment, and time spent paying tuition. Finally, the service ratings were ranked individually and by category.

III. FINDINGS

Of the 684 students registered in the sections in the sample, 436 were attending class and completed the survey questionnaire. Table 1 contains a description of the survey sample and the spring quarter population. The results of a goodness-of-fit test between the sample and the population for each variable in Table 1 indicated that the sample closely approximated the population only for the variables sex and campus status. Statistically significant Chi squares (significance level = .05) for race, student status, age, and degree status indicated that the sample differed substantially from the population for each of these variables.

A rank order of service ratings for each service item and for each service category is reported in Tables 2 and 3 respectively. In addition, the service ratings are illustrated for full and part-time students in Figure 1. A summary of these data together with the related comments is presented for each service category.

Information about TNCC. The weighted mean for this category (2.95) was the highest of the 9 categories. Moreover, all three items in this category were ranked in the top ten. Generally, the service was rated as good. There were scattered comments about the need for additional information and the shortage of Bulletins.

Table 1

TNCC ADMISSION AND REGISTRATION SURVEY

SAMPLE CHARACTERISTICS

		% in Survey Sample	% in Spring Quarter Population
SEX[1]	Male	50.0	49.2
	Female	50.0	50.8
RACE[2]	White	61.8	67.8
	Black	34.5	28.9
	American Indian	0.7	0.3
	Asian	0.9	1.2
	Hispanic	0.9	0.8
	Other	1.2	1.0
STUDENT STATUS[3]	Full-Time	51.0	31.2
	Part-Time	49.0	68.8
AGE[4]	Less than 18	0.9	0.5
	18-21	31.3	23.9
	22-24	16.6	16.5
	25-34	32.6	34.6
	35-44	11.0	15.0
	45-59	7.6	9.0
	60+	0	0.3
CAMPUS[5]	On	94.4	95.1
	Off	5.6	4.9
DEGREE STATUS[6]	College Parallel	25.4	18.2
	Occupational-Technical	67.6	49.7
	Unclassified	7.0	32.1

Chi Square Test of Goodness-of-Fit

[1] accept H_o, $\chi^2 = .08$
[2] reject H_o, $\chi^2 = 11.37$
[3] reject H_o, $\chi^2 = 80.09$
[4] reject H_o, $\chi^2 = 19.76$
[5] accept H_o, $\chi^2 = .47$
[6] reject H_o, $\chi^2 = 119.90$

Table 2

TNCC ADMISSION AND REGISTRATION SURVEY

RANK ORDER OF SERVICE RATINGS

RANK	ITEM	CATEGORY	WEIGHTED MEAN
1	Efficiency of Self-Advising Procedures	Self-Advising	3.02
2	Availability of Information	Information about TNCC	2.99
3	Availability of Textbooks for Courses	Bookstore	2.98
4	Application Forms for Aid	Financial Aid	2.95
5	Hours of Operation	Bookstore	2.95
6	Supplies Available	Bookstore	2.95
7	Material in College Publications	Information about TNCC	2.93
8	Admission Forms	Admission	2.93
9	Helpfulness of College Staff	Admission	2.92
10	Helpfulness of College Staff	Information about TNCC	2.91
11	Availability of Information on Financial Aid Programs	Financial Aid	2.91
12	Helpfulness of College Staff	Tuition Payment	2.90
13	Helpfulness of College Staff	Bookstore	2.89
14	Hours of Business Office	Tuition Payment	2.85
15	Hours of Financial Aid Office	Financial Aid	2.84
16	Helpfulness of College Staff	Registration	2.82
17	Tuition Payment Procedure	Tuition Payment	2.80
18	Helpfulness of College Staff	Financial Aid	2.80
19	Admission Procedures	Admission	2.79
20	Add/Drop Procedures	Registration	2.77
21	Counselor Interest in Students	Counseling	2.77
22	Hours of Counseling Center	Counseling	2.75
23	Interest of Faculty Advisor	Advising by Faculty	2.75
24	Information on Course Scheduling	Advising by Faculty	2.75
25	Information on Course Scheduling	Counseling	2.74
26	Availability of Information for Self-Advising	Self-Advising	2.72
27	Payment Deadline	Tuition Payment	2.71
28	Peer Counselors	Counseling	2.70
29	Availability of Faculty Advisor	Advising by Faculty	2.70
30	Testing	Counseling	2.69
31	Availability of Counselors	Counseling	2.65
32	Help with Program Planning	Counseling	2.63
33	Timeliness of Receipt of Funds	Financial Aid	2.62
34	Locations for Registration	Registration	2.60

Table 2(continued)

TNCC ADMISSION AND REGISTRATION SURVEY

RANK ORDER OF SERVICE RATINGS

RANK	ITEM	CATEGORY	WEIGHTED MEAN
35	Help with Personal Problems	Counseling	2.58
36	Clearness of Directions for Registration	Registration	2.58
37	Refunding Policy for Returned Textbooks	Bookstore	2.54
38	Information & Planning for Transfer to 4-Year College	Counseling	2.53
39	Availability of Electives	Registration	2.53
40	Help with Career Planning	Advising by Faculty	2.50
41	Information & Planning for Transfer to 4-Year College	Advising by Faculty	2.50
42	Hours of Registration	Registration	2.39
43	Availability of Required Courses During Day	Registration	2.37
44	Availability of Required Courses During Evening	Registration	2.34
45	Availability of Courses in Major	Registration	2.34

Note: Scores could range from 1.0, poor, to 4.0, excellent.

Table 3

TNCC ADMISSION AND REGISTRATION SURVEY

RANKING OF SERVICE CATEGORIES BY WEIGHTED MEAN

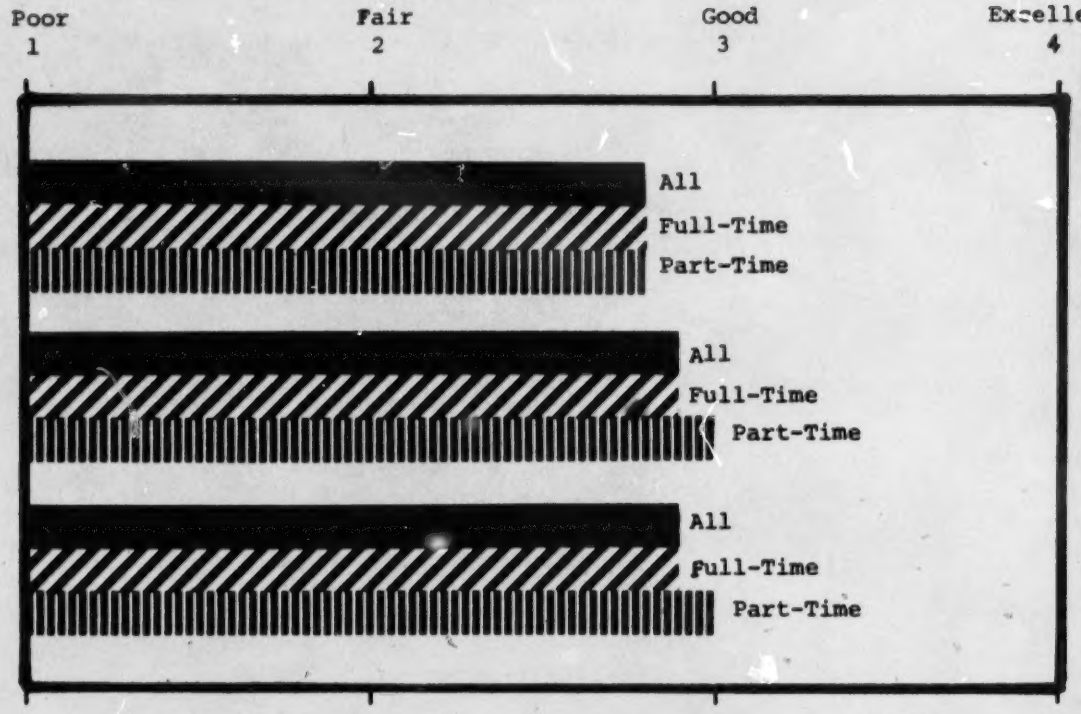
RANK	CATEGORY	WEIGHTED MEAN
1	Information about TNCC	2.95
2	Admission	2.88
3	Bookstore	2.87
4	Self-Advising	2.86
5	Financial Aid	2.83
6	Tuition Payment	2.81
7	Counseling	2.68
8	Advising by Faculty	2.66
9	Registration	2.53

Note: Scores could range from 1.0, poor, to 4.0, excellent.

Figure 1

SERVICE RATINGS BY STUDENT STATUS

I. Admission



II. Counseling

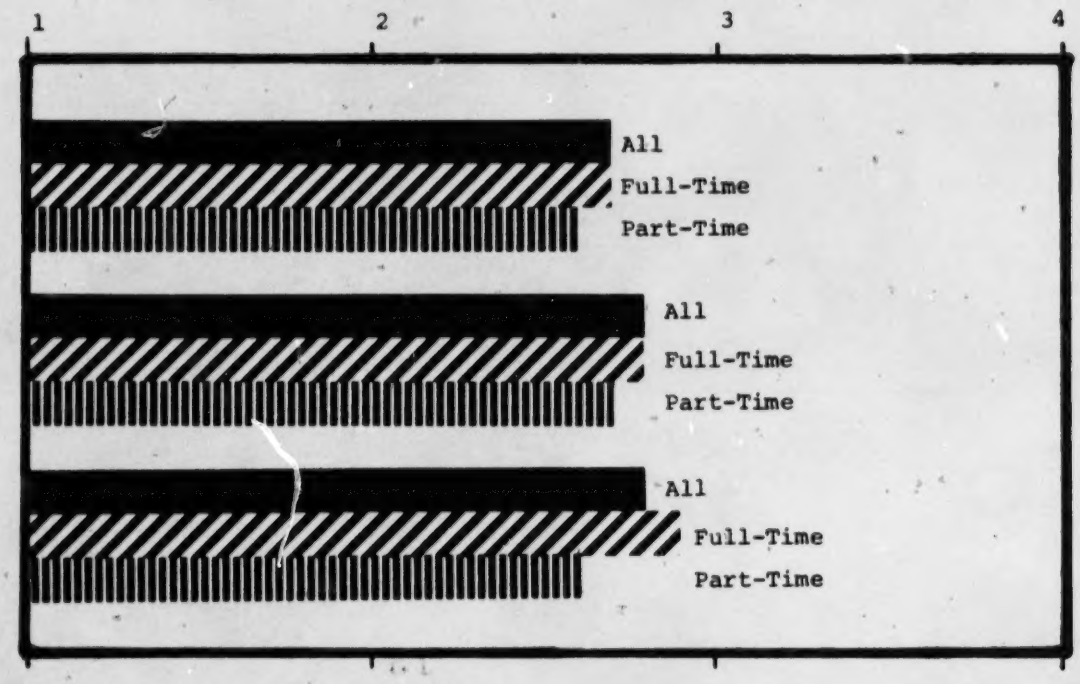


Figure 1(continued)

II. Counseling (continued)

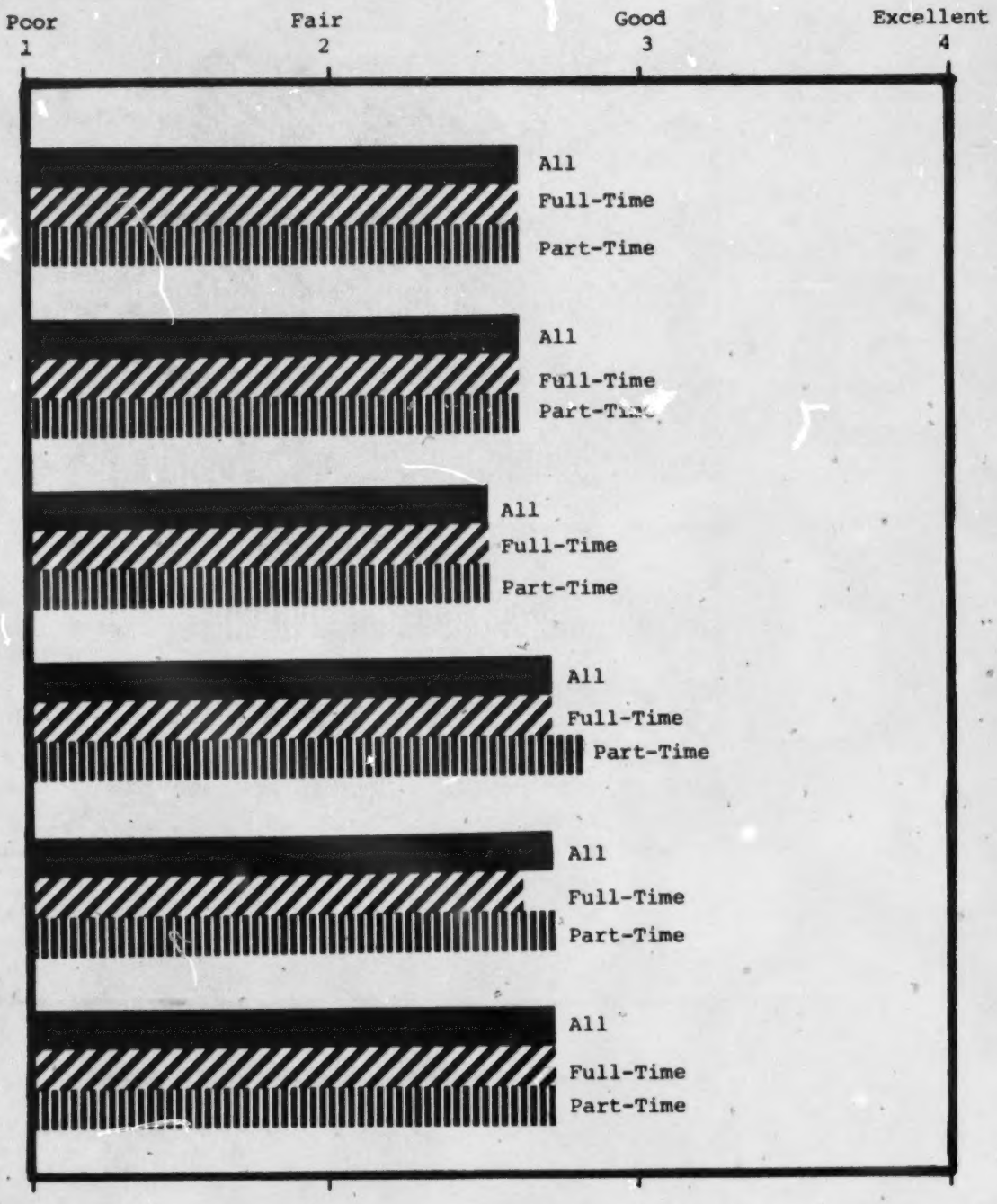
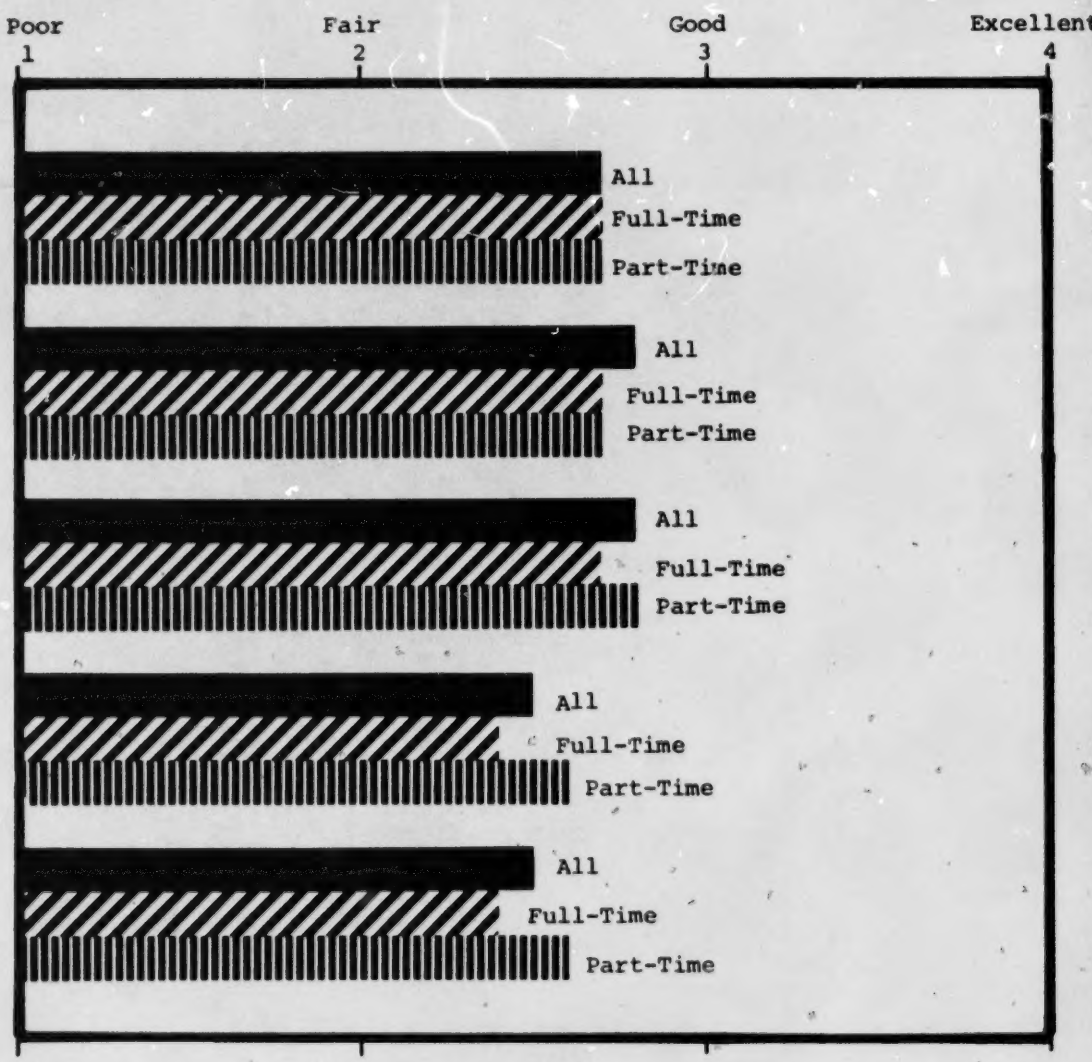


Figure 1(Continued)

III. Advising by Faculty



IV. Self-Advising

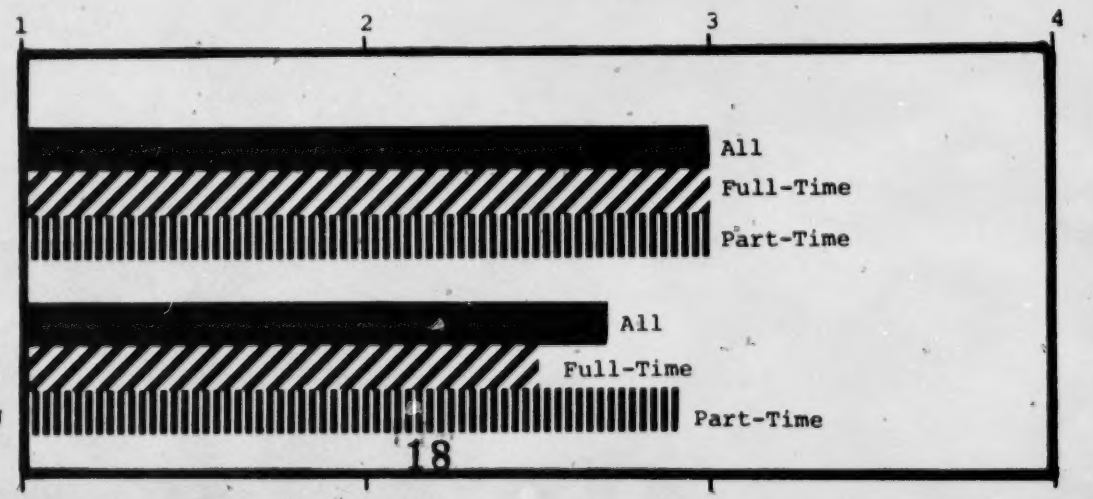
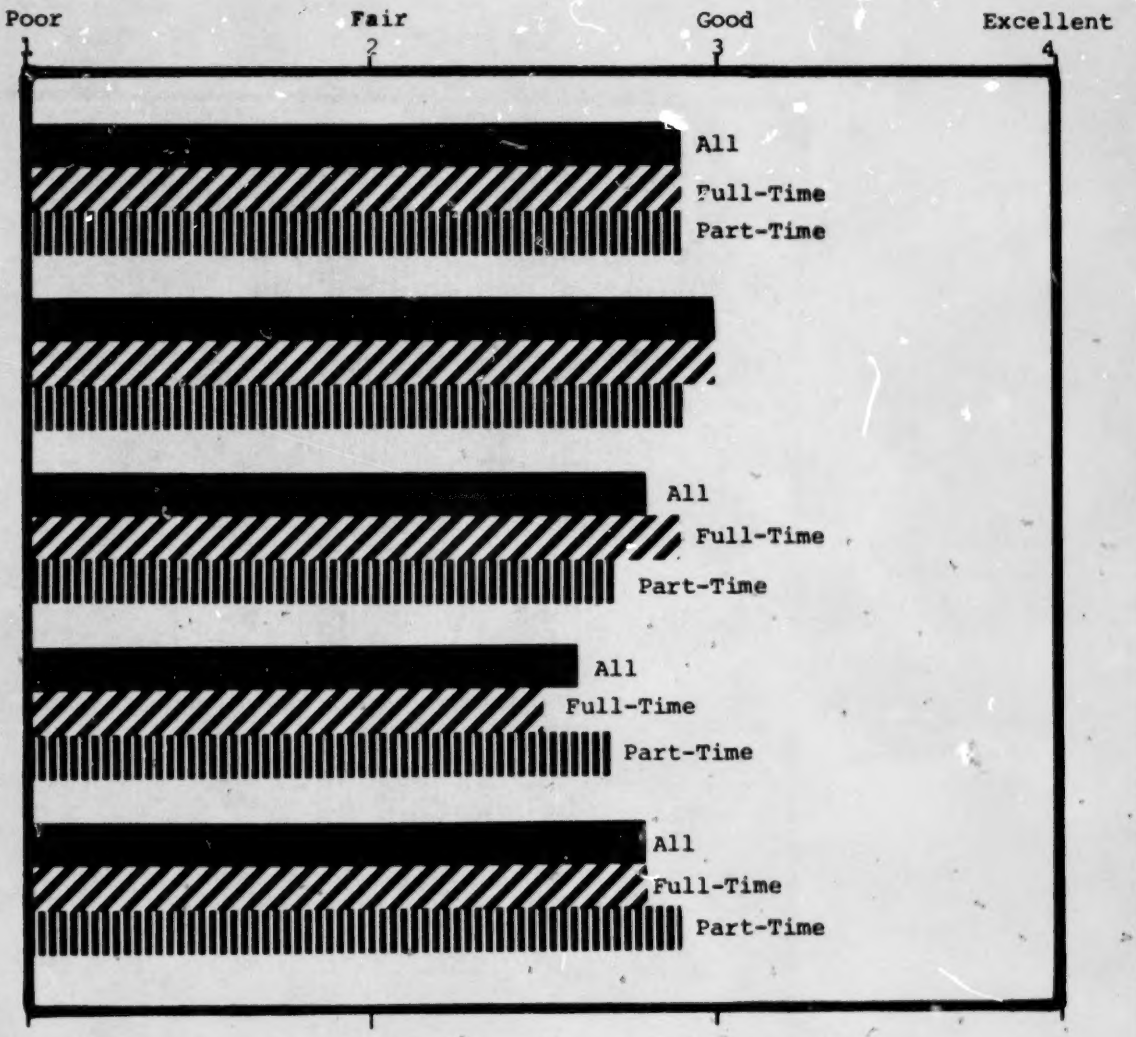


Figure 1(Continued)

V. Financial Aid



VI. Registration

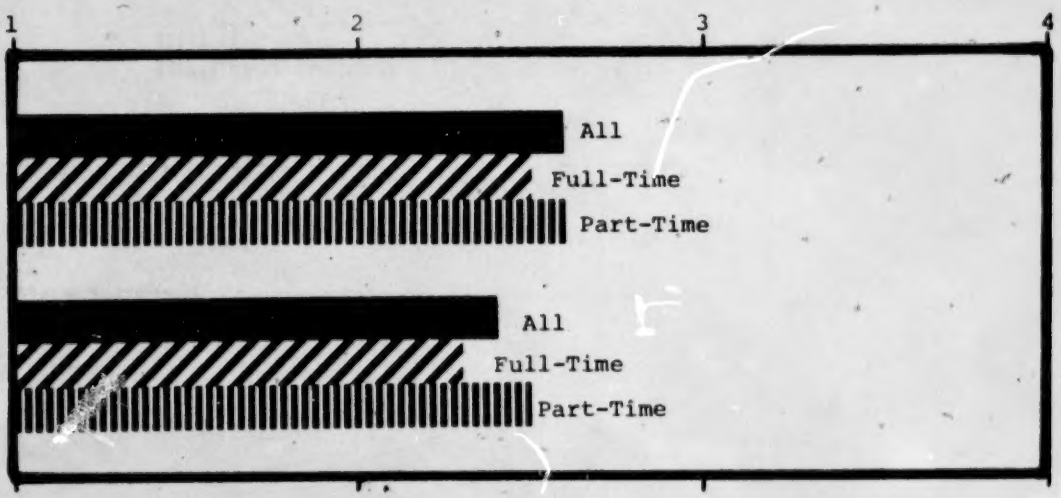
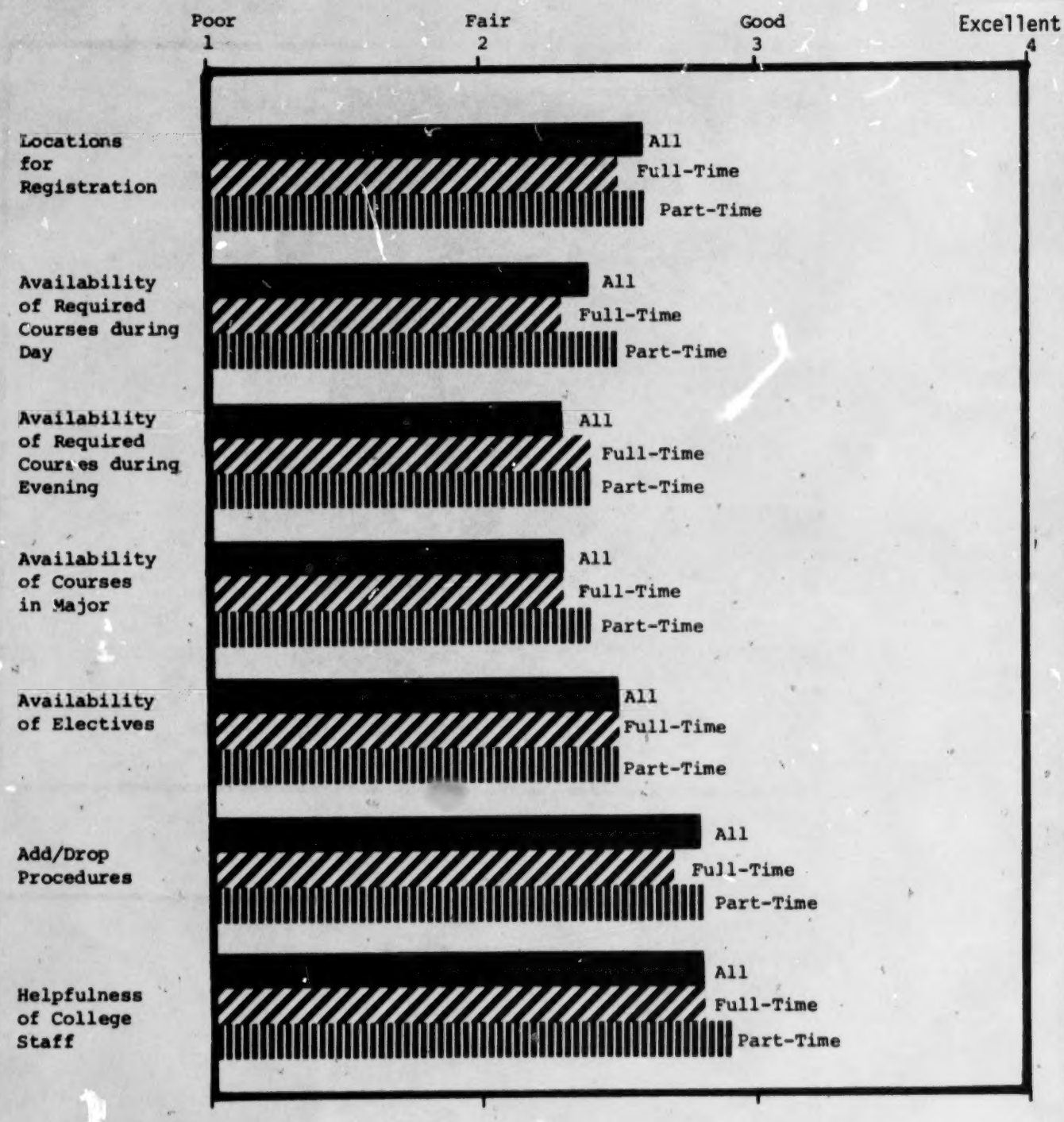
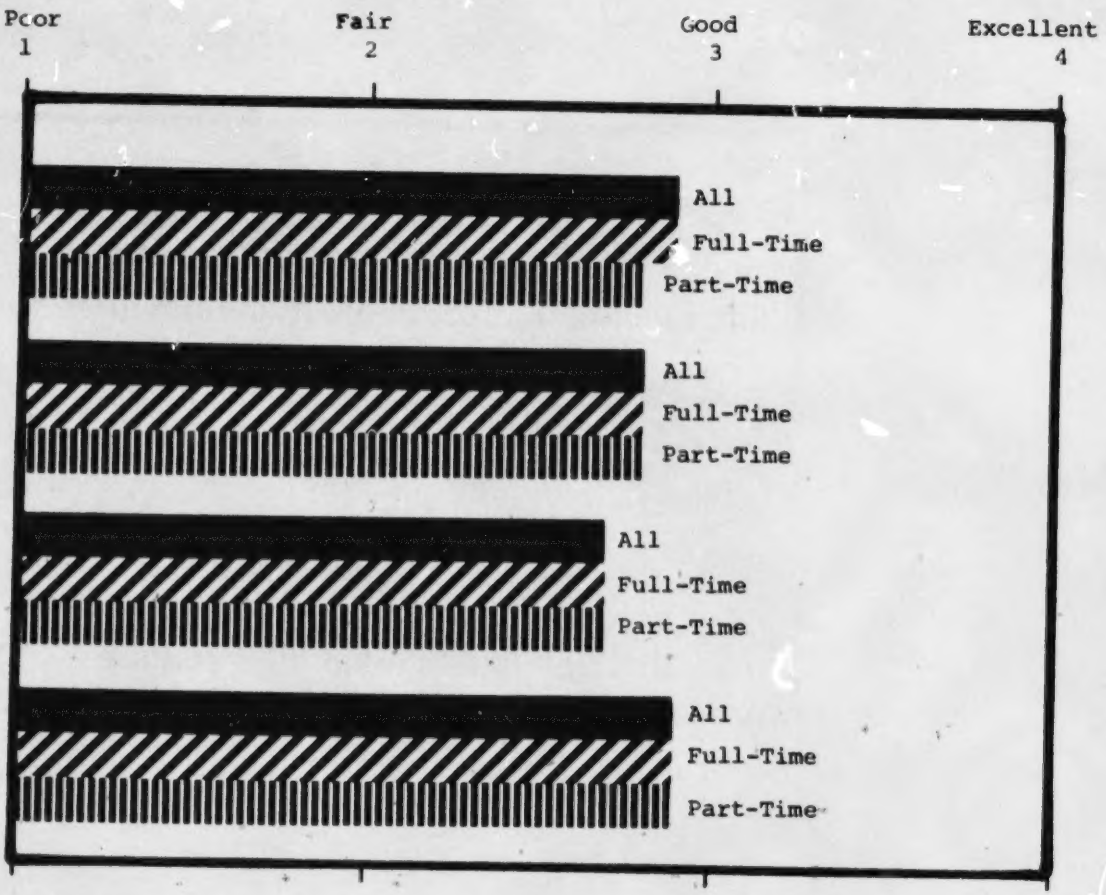


Figure 1(Continued)

VI. Registration (continued)



VII. Tuition Payment



VIII. Bookstore

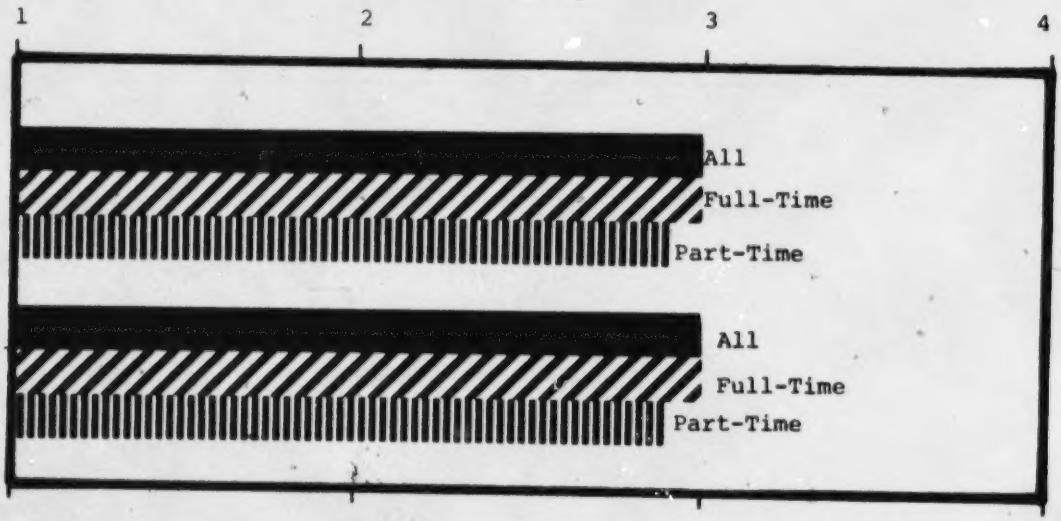
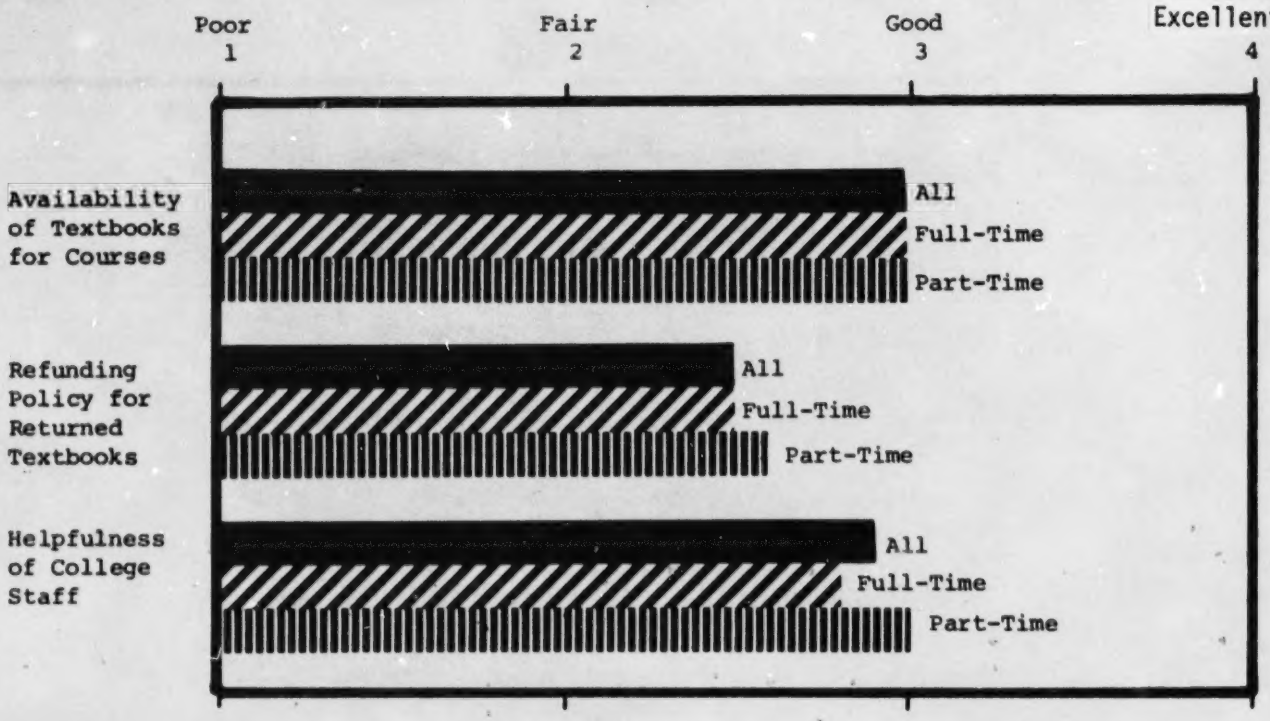


Figure 1(Continued)

VIII. Bookstore (continued)



Admission. This category was ranked second among the nine in the survey with a weighted mean of 2.88, again reflecting a good rating. Among the items in the category, admission forms were rated more positively (2.93) than the helpfulness of the admissions staff (2.92) or the admission procedure (2.79). There were no significant differences in the ratings between full-time and part-time students on any of the admission items. Students generally commented that admission took too long and that a student had to go to several places to get admitted to TNCC.

Counseling. Counseling ranked seventh among the categories with a weighted mean of 2.68 indicating a fair to good evaluation. Information and planning for transfer to a 4-year college (2.53), help with personal problems (2.58), and help with program planning (2.63) received the lowest ratings in the category. Part-time students rated the hours of the Counseling Center much less favorably (2.61) than did full-time students (2.86) but otherwise there were no major differences between the two groups in this category. Typically, students noted that it was difficult to get an appointment with a counselor, that they did not know their counselor, and that more counseling was needed in the evening.

Advising by Faculty. With a weighted mean of 2.66 (generally fair to good), this category ranked next to last in the survey. Students rated help with career planning (2.50) and information and planning for transfer to a 4-year college (2.50) the lowest. Part-time students, however, were somewhat more favorable in their evaluation of information and planning for transfer to a 4-year college than were full-time students.

Divisions are ranked by faculty advising ratings in Table 4 (students were sorted into divisions based on their curriculum). The Public Services

Table 4

DIVISIONS RANKED BY FACULTY ADVISING RATINGS

Availability of Faculty Advisor	Pub. Serv. (3.01)	Nat.Sci.&Math (2.77)	Business (2.58)	Engineering (2.57)	Com. & Hum. (2.53)
Interest of Faculty Advisor	Pub. Serv. (2.95)	Engineering (2.78)	Nat.Sci.&Math (2.77)	Business (2.65)	Com. & Hum. (2.58)
Information on Course Scheduling	Pub. Serv. (2.87)	Com. & Hum. (2.75)	Business (2.74)	Nat. Sci. & Math (2.72)	Engineering (2.61)
Help with Career Planning	Pub. Serv. (2.64)	Com. & Hum. (2.59)	Engineering (2.51)	Business (2.46)	Nat. Sci. & Math (2.41)
Information & Planning for Transfer to 4-Yr. College	Business (2.55)	Com. & Hum. (2.54)	Pub. Serv. (2.53)	Engineering (2.44)	Nat. Sci. & Math (2.37)
All Faculty Advising Items	Pub. Serv. (2.83)	Nat. Sci. & Math (2.62)	Business (2.61)	Com. & Hum. (2.60)	Engineering (2.59)

Note: Students assigned to divisions on the basis of their curriculum.

Division ranked first in four out of the five items. The range in the ratings was greatest on the availability of faculty advisors and the interest of the faculty advisors. Students in the Communications and Humanities Division gave these items the lowest ratings. With respect to the items, information and planning for transfer to a 4-year college and career planning, the ratings were lowest among students in the Natural Science and Mathematics Division.

Student comments focused on the poor availability of faculty advisors and their lack of interest and information.

Self-Advising. Although a majority of the sample did not use the service or chose not to rate the service, those who did rated it generally good (2.86). While part-time students rated the availability of information on self-advising much higher than full-time students, the comments in this section stressed the need for more information. Also, some students noted that the procedure was better than advising by faculty. Others felt the self-advising procedure needed to be improved.

Financial Aid. With a weighted mean of 2.83, this category ranked fifth and this generally reflected a good evaluation. Like self-advising, a majority of the sample never used financial aid or chose not to rate the service. Only 28 percent of the respondents said they had applied for financial aid. Among the items in the category, financial aid application forms received the highest rating (2.95) and, out of the 45 items rated in the survey, it ranked fourth. The timeliness of the receipt of funds received the lowest rating (2.62).

Part-time students rated the hours of the financial aid office lower than full-time students and a number of students noted the difficulty that working students have in dealing with the office when it closes at 5:00 p.m. Of some

interest was the fact that many students commented on the helpfulness of the office staff.

Registration. This category received the lowest rating in the survey (2.53). It was also identified by respondents as the area that needed the greatest improvement. All three of the items relating to the availability of courses received the lowest ratings and ranked 43, 44, and 45 out of the 45 items in the survey. Also, scheduling ranked second as the area needing the most improvement and many students complained of the lack of needed courses and sections.

Fifty-nine percent of the respondents said they waited an hour or more to register and many of the students commented that it took too long to register. Unfortunately, technical problems with the on-line registration system in spring quarter did cause substantial delays in the first week of registration.

Table 5 contains a ranking of divisions by the registration ratings. With respect to those items relating to the availability of courses, the Communication and Humanities Division and the Natural Science and Mathematics Division tended to have the highest ranking although on one item, the availability of required courses during the day, the Natural Science and Mathematics Division had the lowest ranking. The Business Division had the lowest ranking overall while the Engineering Division had the lowest ranking on the availability of required courses at night and the Public Services Division had the lowest ranking on the availability of courses in major.

A cross-tabulation of student ratings on registration items with student responses on how long it took students to register revealed that the longer it took a student to register the more likely he was to rate the service lower.

Table 5

DIVISIONS RANKED BY REGISTRATION RATINGS

Clearness of Directions for Registration	Com.&Hum. (2.79)	Pub.Serv. (2.70)	Nat.Sci.&Math (2.69)	Business (2.57)	Engineering (2.45)
Hours of Registration	Pub.Serv. (2.62)	Engineering (2.39)	Business (2.29)	Com.&Hum. (2.24)	Nat.Sci&Math (2.24)
Locations for Registration	Com.&Hum (2.74)	Pub.Serv. (2.72)	Engineering (2.59)	Business (2.54)	Nat.Sci.&Math (2.25)
Availability of Required Courses during Day	Com.&Hum (2.63)	Engineering (2.46)	Pub.Serv. (2.40)	Business (2.28)	Nat.Sci.&Math (2.26)
Availability of Required Courses during Evening	Nat.Sci&Math (2.52)	Com.&Hum. (2.36)	Business (2.30)	Pub.Serv. (2.30)	Engineering (2.29)
Availability of Courses in Major	Nat.Sci&Math (2.53)	Com.&Hum. (2.47)	Engineering (2.38)	Business (2.32)	Pub. Serv. (2.24)
Availability of Electives	Com.&Hum (2.69)	Pub.Serv. (2.65)	Engineering (2.57)	Nat.Sci.&Math (2.52)	Business (2.39)
Add/Drop Procedures	Com.&Hum (3.00)	Engineering (2.87)	Pub. Serv. (2.85)	Nat.Sci.&Math (2.79)	Business (2.66)
Helpfulness of College Staff	Com.&Hum (3.03)	Engineering (2.92)	Pub. Serv. (2.92)	Nat.Sci&Math (2.78)	Business (2.72)
All Registration Items	Com.&Hum (2.66)	Pub.Serv. (2.60)	Engineering (2.55)	Nat.Sci.&Math (2.50)	Business (2.45)

Note: Students assigned to divisions on the basis of their curriculum.

This was particularly true for the clearness of directions, the hours of registration, the locations for registration, the availability of required courses during the day, and the helpfulness of the college staff.

Tuition Payment. Out of the nine categories in the survey, this category ranked sixth with a weighted mean of 2.81 indicating generally a good evaluation. Students rated the helpfulness of the college staff the highest (2.90) and the deadline for payment the lowest (2.71).

Forty percent of the students indicated they paid tuition in person on the deadline whereas 24% said they paid when they registered and 11% paid by mail. The rest said they paid by other means. Twenty-three percent said they waited in line an hour or more to pay their bill. Students commented about the inadequate space for students in the business office and about the long lines for payment.

Like the ratings on registration, the ratings on tuition payment items tended to be lower the longer the student had to wait to pay his bill based on a cross-tabulation of student ratings with student responses on how long it took to pay tuition. This relationship was strong for all of the tuition payment items.

Bookstore. This category ranked third with a weighted mean of 2.87 -- a good rating. All of the items on the bookstore had good ratings with the notable exception of the refunding policy for returned textbooks (2.54). This item stood out not only in the ratings but also in the comments. Comments on this service were particularly strong and they focused on the refunding policy for books. In contrast to the good rating to helpfulness of staff, several comments on the staff were negative and there was also criticism of the hours of the bookstore.

Other Comments. Beyond the ratings on the nine service categories, the students offered a number of general comments. Among those, many students stated that they wanted to see a counselor or advisor and that they thought the counselors and advisors should be more informed and available. Also, a number of students said they had scheduling needs that were not met, particularly in the evening.

IV. CONCLUSION

The survey sample was somewhat unrepresentative of spring quarter enrollment, particularly with regard to part-time students and unclassified students. The sampling procedures accounted for this problem to some extent although it is very difficult to get a representative sample of part-time and unclassified students when a survey is administered in the classroom. Part-time students and unclassified students are more likely to drop out of class or be absent from class than full-time students or degree-seeking students and hence will be underrepresented in any classroom sample.

In terms of the findings, the Admission and Registration survey identified several strengths and weaknesses in the procedures used at TNCC. Overall, the service ratings were good. Of some interest were those items in each of the service categories relating to the helpfulness of the college staff. These items consistently had the highest ratings.

Two of the service categories, faculty-advising and registration, were rated somewhat less favorably than the other seven categories. With respect to faculty advising, students did not feel that faculty were well informed or that they showed much interest in advising. Moreover, they stated it was difficult to get appointments with faculty advisors. Students apparently wanted advising and counseling services, however, since many of them stressed

the need for them in their comments. Hence, the college needs to focus on improving the services rather than reducing or eliminating them.

A specific area of focus might be more information for career planning and for transfer to a 4-year college which was a weakness both in counseling and in faculty advising. Students felt they needed more and better information in these areas.

Service ratings for registration were affected somewhat by technical problems with the on-line system in spring quarter which have now, for the most part, been corrected. However, those items relating to the availability of courses were not affected and since they were rated the lowest of any of the 45 items in the survey, scheduling would seem to be the major weakness in the process. The exact nature of the scheduling problem varied somewhat across divisions and each division might address the problem differently. One need did stand out and that was the need for more courses in the evening -- particularly those courses required in a curriculum.

Three other weaknesses stood out in the survey results. First, evening students generally complained that many offices in the college were not easily accessible to evening students. Counseling, faculty advising, and financial aid were singled out in the comments. The college should explore ways to expand these services in view of the increasing proportion of part-time and evening students. Secondly, students criticized the long lines in the business office and the inadequate space for students paying tuition. Additional cash registers being installed in the business office and the planned relocation of the business office should alleviate these problems. Finally, the refunding policy for returned textbooks received very low ratings and some rather strong criticism. The policy would seem to merit some review.

APPENDIX

COLLEGE USE ONLY

[1-3] — — —

TNCC ADMISSIONS & REGISTRATION SURVEY

Thomas Nelson Community College is doing a survey to evaluate our admissions, registration, and tuition payment procedures. We need your opinion on these procedures in order to determine their strengths and weaknesses. Please help us by completing this questionnaire. Your response will help us serve all the students enrolled at the college.

I. **PLEASE RATE THE FOLLOWING SERVICES OF TNCC BY CHECKING THE APPROPRIATE BLANK. PLEASE ADD ANY COMMENTS CONCERNING YOUR EXPERIENCES WITH THESE SERVICES IN THE PAST.**

		Excellent (1)	Good (2)	Fair (3)	Poor (4)	Never Used or No Opinion (5)
	1. INFORMATION ABOUT TNCC (Includes information you requested by telephone, mail, or in person, such as our Bulletin or our Schedule of Classes)					
[4]	a. Availability of Information	____	____	____	____	____
[5]	b. Material in College Publications	____	____	____	____	____
[6]	c. Helpfulness of College Staff	____	____	____	____	____
	2. ADMISSION: (Completing the Application for Admission and the Student Data Form and submitting it to the Office of Admissions & Records)					
[7]	a. Admission Procedures	____	____	____	____	____
[8]	b. Admission Forms	____	____	____	____	____
[9]	c. Helpfulness of College Staff	____	____	____	____	____
	3. COUNSELING: (New students meet with counselors after admission for planning program of study, for testing, or for help with other problems: Unclassified students are advised by counselors)					
[10]	a. Availability of Counselors	____	____	____	____	____
[11]	b. Counselor Interest in Students	____	____	____	____	____
[12]	c. Hours of Counseling Center	____	____	____	____	____
[13]	d. Help with Personal Problems	____	____	____	____	____
[14]	e. Help with Program Planning	____	____	____	____	____
[15]	f. Information & Planning for Transfer to 4-Year College	____	____	____	____	____
[16]	g. Information on Course Scheduling	____	____	____	____	____
[17]	h. Testing	____	____	____	____	____
[18]	i. Peer Counselors	____	____	____	____	____

Comments: _____

_____

_____

		Excellent (1)	Good (2)	Fair (3)	Poor (4)	Never Used or No Opinion (5)
	4. ADVISING BY FACULTY: (Meeting with faculty advisor for course selection)					
[19]	a. Availability of Faculty Advisor	____	____	____	____	____
[20]	b. Interest of Faculty Advisor	____	____	____	____	____
[21]	c. Information on Course Scheduling	____	____	____	____	____
[22]	d. Help with Career Planning	____	____	____	____	____
[23]	e. Information & Planning for Transfer to 4-Year College	____	____	____	____	____

Comments: _____

_____

_____

	5. SELF-ADVISING: (Students who meet certain criteria can fill out registration permit cards without consulting faculty advisor)					
[24]	a. Efficiency of Self-Advising Procedures	____	____	____	____	____
[25]	b. Availability of Information for Self-Advising	____	____	____	____	____

Comments: _____

_____

_____

	6. FINANCIAL AID: (Scholarships, grants, loans, work-study, and other aid available through Financial Aid Office)					
[26]	a. Availability of Information on Financial Aid Programs	____	____	____	____	____
[27]	b. Application Forms for Aid	____	____	____	____	____
[28]	c. Hours of Financial Aid Office	____	____	____	____	____
[29]	d. Timeliness of Receipt of Funds	____	____	____	____	____
[30]	e. Helpfulness of College Staff	____	____	____	____	____

Comments: _____

_____

_____

	7. REGISTRATION: (Process of signing up for courses)					
[31]	a. Clearness of Directions for Registration	____	____	____	____	____
[32]	b. Hours of Registration	____	____	____	____	____
[33]	c. Locations for Registration	____	____	____	____	____
[34]	d. Availability of Required Courses During Day	____	____	____	____	____
[35]	e. Availability of Required Courses During Evening	____	____	____	____	____
[36]	f. Availability of Courses in Major	____	____	____	____	____
[37]	g. Availability of Electives	____	____	____	____	____
[38]	h. Add/Drop Procedures	____	____	____	____	____
[39]	i. Helpfulness of College Staff	____	____	____	____	____

Comments: _____

_____

_____

6. How did you pay your tuition bill?

(1) _____ at the time of registration?
(2) _____ in person by the deadline?
[54] (3) _____ by mail?
(4) _____ by check left at switchboard?
(5) _____ other. Please specify: _____

7. If you paid your tuition in person at the Business Office, how long did you wait in line once the office was opened?

(1) _____ less than 15 minutes.
[55] (2) _____ half an hour.
(3) _____ one hour.
(4) _____ more than an hour.

8. Which of the following needs the greatest improvement?

(1) _____ Admission procedures.
(2) _____ Registration procedures.
(3) _____ Counseling.
(4) _____ Faculty Advising.
[56] (5) _____ Scheduling of classes.
(6) _____ Financial Aid services.
(7) _____ Payment of tuition.
(8) _____ Bookstore.
(9) _____ Other. Please specify: _____

9. Please list your suggestions for improvement.

_____

_____

III. PERSONAL INFORMATION. PLEASE FILL IN OR CHECK THE APPROPRIATE BLANK.

[57-58] 1. Curriculum _____ (see attached sheet for list of curriculums)

2. Sex:
[59] (1) _____ Male.
(2) _____ Female.

3. Race:
(1) _____ White.
(2) _____ Black.
[60] (3) _____ American Indian or Alaskan Native.
(4) _____ Asian or Pacific Islander.
(5) _____ Hispanic.
(6) _____ Other.

4. Student Status:
[61] (1) _____ Full-Time (12 or more credit hours).
(2) _____ Part-Time (less than 12 credit hours).

5. Age:
(1) _____ under 18.
(2) _____ 18-21.
(3) _____ 22-24.
[62] (4) _____ 25-34.
(5) _____ 35-44.
(6) _____ 45-59.
(7) _____ 60 plus.

6. Employment Status:
(1) _____ Employed full-time (35 hours or more per week).
(2) _____ Employed part-time.
[63] (3) _____ Unemployed.
(4) _____ Homemaker.
(5) _____ Retired.
(6) _____ Other. Please specify: _____

		Excellent (1)	Good (2)	Fair (3)	Poor (4)	Never Used or No Opinion (5)
	8. TUITION PAYMENT: (Payment of bill during registration)					
[40]	a. Hours of Business Office	____	____	____	____	____
[41]	b. Tuition Payment Procedure	____	____	____	____	____
[42]	c. Payment Deadline	____	____	____	____	____
[43]	d. Helpfulness of College Staff	____	____	____	____	____

Comments: _____

_____

_____

	9. BOOKSTORE: (On-campus bookstore in Griffin Hall)					
[44]	a. Hours of Operation	____	____	____	____	____
[45]	b. Supplies Available	____	____	____	____	____
[46]	c. Availability of Textbooks for Courses	____	____	____	____	____
[47]	d. Refunding Policy for Returned Textbooks	____	____	____	____	____
[48]	e. Helpfulness of College Staff	____	____	____	____	____

Comments: _____

_____

_____

II. PLEASE CHECK ONLY ONE RESPONSE FOR EACH OF THE ITEMS BELOW.

1. To obtain information about admission to TNCC, did you:

(1) ____ come to the college in person?
[49] (2) ____ telephone the Admissions Office?
(3) ____ write for information or forms?
(4) ____ other. Please specify: _____

2. How did you register?

(1) ____ at registration terminal.
(2) ____ by telephone.
[50] (3) ____ registration permit card dropped off at Admissions Office.
(4) ____ through the mail.
(5) ____ other. Please specify: _____

3. If you registered in person, did you register:

(1) ____ on campus?
(2) ____ at Bruton High School?
[51] (3) ____ at a military installation?
(4) ____ at NASA?
(5) ____ at Newport News Shipyard?
(6) ____ at another location? Please specify: _____

4. If you had to stand in line to register, how long did you have to wait **after the office was open?**

(1) ____ less than 15 minutes.
[52] (2) ____ half an hour.
(3) ____ one hour.
(4) ____ more than an hour.

UNIVERSITY OF CALIF.
LOS ANGELES

SEP 28 1979

CLEARINGHOUSE FOR
JUNIOR COLLEGES

5. Did you apply for financial aid?

[53] (1) ____ Yes.
(2) ____ No. If no, why? _____